

CLAIMS

What is claimed is:

1. A computerized telephony dynamic paging system comprising:
a paging system database containing properties associated with at least one contact party and at least one trigger condition;

a condition monitor, adapted to monitor conditions of a call campaign being processed by a computer telephony system, to detect at least one trigger condition;

a pager telephone call processor, responsive to a detected trigger condition and said paging system database, for generating and processing a pager telephone call upon the detection of said at least one trigger condition; and

a pager graphical user interface (P-GUI), for facilitating the control of said dynamic paging system by a system user.

2. The dynamic paging system of claim 1 further comprising at least one prepared script for processing by said pager telephone call processor, said script responsive to said properties contained in said paging system database.

3. The dynamic paging system of claim 2, wherein said script further retrieves properties associated with said detected condition and provides said properties to said contact party in

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[illegible]

4. A method of contacting an assigned contact party upon the occurrence of at least one pre-defined condition during the processing of a telephone call campaign by a computer telephony system, said method comprising the acts of:

defining and assigning at least one contact party to said telephone call campaign being processed by said computer telephony system;

defining and assigning at least one condition to trigger a pager telephone call to said at least one contact party during the processing of said telephone call campaign by said computer telephony system;

storing properties associated with said at least one contact party and said at least one triggering condition in a paging system database;

monitoring said telephone call campaign during its processing to detect the occurrence of said at least one triggering condition; and

generating and processing a pager telephone call upon the detection of said at least one triggering condition.

5. The method of claim 4, wherein said acts of generating and processing a pager telephone call upon the detection of said at least one triggering condition comprises:

accessing said pager system database upon the occurrence of

said at least one triggering condition and retrieving properties assigned to a current contact party;

retrieving and running a script associated with said detected triggering condition to generate at least one pager telephone call including said retrieved current contact party properties; and

generating at least one pager telephone call.